

# COLUMBIA RIVER CRUISE

May 2024

  
**WELLS GRAY TOURS**  
a world to experience



American Empress

## On board American Empress sailing the Columbia and Snake Rivers

Come and admire the spectacular sights along the storied Columbia and Snake Rivers as we cruise from the Pacific Ocean upstream to Clarkston, Washington. Shore excursions and daily lectures by a Columbia River expert are included. Some highlights are Flavel Mansion, Maritime Museum, Bonneville Dam, Columbia Gorge Discovery Center, Sacajawea State Park, Pasco Aviation Museum, Nez Perce National Historic Park, and 8 locks.



INTERNATIONAL



GROUP SIZE



ACTIVITY LEVEL

### ► Fares per person

from **\$7,420** double/twin, **\$12,620** single\*

*\*pricing details for all departures provided on page 2*

### ► Early Booking Bonus

**\$150** discount on first 8 seats; **\$75** on next 6.

### ► Earn 90 Experience Points

### ► Departure from:

BC Interior, Victoria & Lower Mainland



Providing Quality Packaged Travel Since 1972

# DEPARTURE POINTS & DATES

- I BC Interior:** May 11, 2024 - 11 Days
- V Vancouver Island:** May 11, 2024 - 12 Days
- L Lower Mainland:** May 11, 2024 - 12 Days



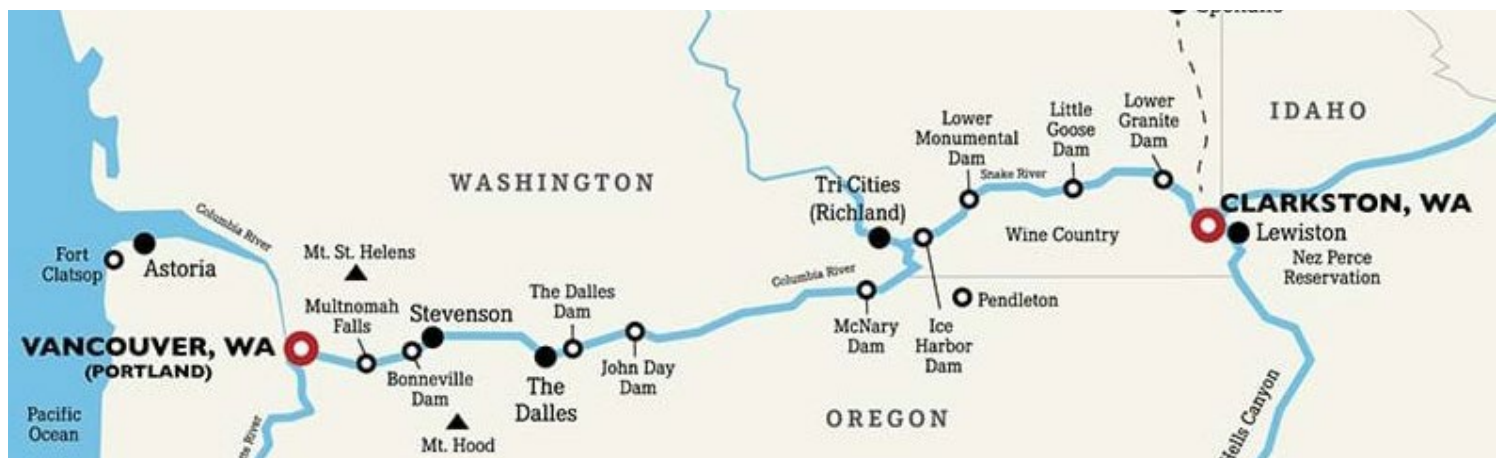
**Your specific departure point will be confirmed at time of booking. Passengers travelling from the BC Interior, Vancouver Island & Lower Mainland regions will begin and end the tour as follows:**

- I BC Interior:** We travel to Lynnwood, Washington on Saturday, May 11 and overnight at Embassy Suites. We return home on Tuesday, May 21. Transportation is arranged to your pickup location.
- V Vancouver Island:** We travel to Lynnwood, Washington on Saturday, May 11 and overnight at Embassy Suites. We return to Kelowna on Tuesday, May 21 and overnight at the Hampton Inn YLW before flying home to Victoria on Wednesday, May 22. Transportation is arranged to your pickup location in the Victoria area. **Note:** Depending on the number of people booked and coach size, **home pickups may be offered.** The decision is made about 2 weeks before departure and you will be contacted about your pickup point and time.
- L Lower Mainland:** We travel to Lynnwood, Washington on Saturday, May 11 and overnight at Embassy Suites. We return to Kelowna on Tuesday, May 21 and overnight at the Hampton Inn YLW before flying home to Vancouver on Wednesday, May 22. Transportation is arranged to your pickup location in the Lower Mainland. **Note:** Home pick up may be arranged at time of booking.

## FARES PER PERSON

	Departure Point	Category - D (Outside Cabin)	Category - E (Verandah Cabin)	Category - C (Deluxe Verandah Cabin)
<b>I</b>	<b>BC Interior</b>	<b>\$7,420</b> double/twin <b>\$12,620</b> single	<b>\$7,995</b> double/twin <b>\$13,755</b> single	<b>\$8,310</b> double/twin <b>\$14,375</b> single
<b>V</b>	<b>Vancouver Island</b>	<b>\$8,005</b> double/twin <b>\$13,385</b> single	<b>\$8,580</b> double/twin <b>\$14,520</b> single	<b>\$8,895</b> double/twin <b>\$15,140</b> single
<b>L</b>	<b>Lower Mainland</b>	<b>\$7,995</b> double/twin <b>\$13,335</b> single	<b>\$8,530</b> double/twin <b>\$14,470</b> single	<b>\$8,845</b> double/twin <b>\$15,090</b> single

This tour is exempt from GST.  
Other cruise categories may be available.





# WHAT'S INCLUDED

## ► Meals

**🕒 28 total:** 10 breakfasts, 9 lunches & 9 dinners

**🍷 28 total:** 11 breakfasts, 8 lunches & 9 dinners

**🍷 28 total:** 11 breakfasts, 8 lunches & 9 dinners

## ► Transportation

- 5 days of coach transportation before & after the cruise

**🍷** Flight from Kelowna to Victoria

**🍷** Flight from Kelowna to Vancouver

## ► Accommodation

- 3 nights hotel accommodation & taxes in Lynwood, Vancouver (WA), and Spokane
- 7 nights stateroom accommodation on *American Empress*
- Port charges & cruise taxes
- Luggage handling at hotels & ship

**🍷** Overnight at Hampton Inn YLW

## ► Guides & Gratuities

- Cruise gratuities
- Gratuities for local guides and drivers

## ► Knowledgeable Wells Gray tour director

## ► Key Highlights

- Tacoma Museum of Glass
- Mount St. Helens Visitor Center
- Locally-guided tour of Portland
- International Rose Test Gardens
- Wine & beer with dinner during the cruise
- Shore excursions in every port of call including transportation & admissions
- Daily lectures by a Columbia River expert
- Entertainment on board *American Empress*
- Flavel Mansion
- Astoria Column
- Astoria Heritage Museum
- Columbia River Maritime Museum
- Columbia Gorge Interpretive Center
- Bonneville Dam
- Columbia Gorge Discovery Center
- Original Courthouse Museum
- Fort Dalles Museum & Interpretive Center
- National Neon Sign Museum
- The Reach Interpretive Center
- Sacajawea State Park
- Franklin County Historical Society & Museum
- Pasco Aviation Museum
- Nez Perce National Historic Park
- County Museum
- Locally-guided tour of Spokane



## Activity Level 2

**Moderate Activity:** As a traveller you like a variety of activities and walking up to 2 km over the course of a day with breaks such as a guided walking tour is very doable for you without assistance. You can stand for prolonged periods, negotiate a variety of terrain from cobblestone streets to moderate hills comfortably and can climb two flights of stairs without assistance. Please be aware that on tours with flights and cruises you will be required to handle your own luggage and walk longer distances in airports and cruise terminals.

You may bring a cane if needed. The coaches cannot carry a scooter or motorized wheelchair. The tour director and driver have many responsibilities, so please do not expect them, or your fellow travellers, to provide ongoing assistance. If you are not capable of keeping up with the group or require frequent assistance, the tour director may stop you from participating in some activities or some days of the tour. In extreme situations, you may be required to leave the tour and travel home at your own expense; travel insurance will probably not cover you.



## Tour Size 30

This tour is limited to 30 participants, making it a more intimate travel experience.



## ITINERARY

### Saturday, May 11

All departures travel to Lynnwood, just north of Seattle and overnight at Embassy Suites. Meet your fellow travellers at a welcome reception and dinner.

**Meals included:** **L** Lunch, Dinner **VL** Dinner

**Accommodation:** Embassy Suites Hotel

### Sunday, May 12

The **Tacoma Museum of Glass** is an integral part of the city's theme of glass artistry. We walk across Chihuly's remarkable Bridge of Glass into the Museum, view the amazing works of art, and watch professional artists blow glass. Continuing along I-5, we stop at the **Mount St. Helens Visitor Center** to see the mountain from a distance and relive the remarkable eruption over 40 years ago.

**Meals:** Breakfast, Lunch

**Accommodation:** Hilton Hotel, Vancouver, WA

### Monday, May 13

We cross the Columbia River into **Portland** and explore this beautiful city with the benefit of a local guide. Admire city landmarks, the lovely waterfront promenade of the Willamette River, and the International Rose Test Gardens. This afternoon, we board the **American Empress**. Settle into your stateroom, unpack, and stroll around the ship. We cast off and cruise the Columbia River during dinner, headed downstream.

**Meals included:** Breakfast, Dinner

**Accommodation:** *American Empress*

### Tuesday, May 14

During the night, the **American Empress** cruises down the last 200 km of the Columbia River and docks in **Astoria**. There is a lot of history here, including the arrival of Lewis and Clark in 1805, the founding of Fort Astoria in 1811, and the fascinating architecture of the 19th century. The shore excursion choices include the **Columbia River Maritime Museum** to learn about all the shipwrecks at the mouth and the maritime heritage; the **Astoria Column** where there is a panoramic view of the city and the river's mouth; the elegant **Flavel Mansion**, built by a sea captain in 1885; and the Astoria Heritage Museum. You can also stroll the lovely Riverwalk. During the evening, we cruise upstream on the Columbia River. You may want to be on deck while we pass under the lofty Lewis and Clark Bridge at Longview.

**Meals included:** Breakfast, Lunch, Dinner

**Accommodation:** *American Empress*

### Wednesday, May 15

Enjoy scenic cruising up the Columbia River all day. We pass Portland at the confluence with the Willamette River, then enter the scenic **Columbia Gorge** where the river passes through the Cascade Range. We view Multnomah Falls which tumbles 190 metres off the south side cliffs and the landmark of Beacon Rock. The **Bonneville Dam** is the first of 14 dams on the Columbia, so enjoy the excitement of our first lock where the ship is lifted 20 metres. We dock for the night at **Stevenson**.

**Meals included:** Breakfast, Lunch, Dinner

**Accommodation:** *American Empress*

## ITINERARY continued

### Thursday, May 16

Tours go to the **Columbia Gorge Interpretive Center** which has exhibits and films about the history and geology of the river; the Bonneville Dam with its two powerhouses and fish ladder; and historic sights of downtown Stevenson. This evening, during the rest of the cruise through the Columbia Gorge, we pass underneath the **Bridge of the Gods**.

**Meals included:** Breakfast, Lunch, Dinner

**Accommodation:** *American Empress*

### Friday, May 17

Prior to the arrival of the white man, **The Dalles** was a meeting place for Indigenous people for 10,000 years and has become an important archaeological site. Celilo Falls was a major navigation challenge on the Columbia and natives met there for the salmon fishery. The falls were flooded when The Dalles Dam was built in 1957. One of the primary attractions is the **Columbia Gorge Discovery Center** which is Oregon's excellent equivalent to yesterday's Interpretive Center. If you have time, you may want to visit the Original Courthouse Museum, Fort Dalles Museum, and the National Neon Sign Museum. Admission to all these attractions is included and transportation is provided from the dock. After departing The Dalles, we spend the rest of the day and evening cruising up the Columbia River, past picturesque canyon walls and fascinating volcanic formations. You can keep guessing about what lies around the next bend. The ship's lecturer, the Riverlorian, is ondeck to offer entertaining narration. The ship is lifted at **three locks** at The Dalles Dam, John Day Dam, and McNary Dam.

**Meals included:** Breakfast, Lunch, Dinner

**Accommodation:** *American Empress*

### Saturday, May 18

This morning we reach the confluence of the **Snake and Columbia Rivers**, and continue past Pasco and Kennewick to dock at **Richland**. The city was founded in 1905 and boomed during World War II when it was the bedroom community for the Manhattan Project. Later it became important for the Hanford nuclear power plant which closed in 1987. Excursions are offered to The Reach Center which explains the history, geology, science, and technology of the region; Sacajawea State Park at the meeting of the rivers; Franklin County Museum which deals with Pasco's history; and Pasco Aviation Museum. We stay overnight at the dock in Richland.

**Meals included:** Breakfast, Lunch, Dinner

**Accommodation:** *American Empress*

### Sunday, May 19

We leave the Columbia River and cruise up-stream on the **Snake River**. During the afternoon and night, we travel through **four locks** to bypass the dams: Ice Harbor, Lower Monumental, Little Goose, and Lower Granite. Located at the end of large ship navigation, the twin cities of **Lewiston and Clarkston** are at the meeting of the Snake and Clearwater Rivers, at the gateway to Hells Canyon, the USA's deepest gorge. We spend the day following the footsteps of the Lewis and Clark journey which gave the cities their names. A shore excursion with a hop-on hop-off circuit visits Nez Perce National Historic Park and County Museum.

**Meals included:** Breakfast, Lunch, Dinner

**Accommodation:** *American Empress*

### Monday, May 20

We disembark the *American Empress* in Clarkston and drive two hours north to **Spokane**. With the benefit of a local guide, we enjoy a city tour including Spokane Falls, Riverfront Park, the stunning mansions on "The Hill", majestic Saint John's Cathedral, and the Conservatory in Manito Park.

**Meals included:** Breakfast, Lunch, Dinner

**Accommodation:** Oxford Suites



## ITINERARY continued

### Tuesday, May 21

We journey back to the BC interior today with stops at the immense Grand Coulee Dam, Omak for lunch, and the Duty-Free Store at the border. Transportation is arranged to pickup locations for passengers from the BC Interior. Passengers from Vancouver and Victoria overnight at Hampton Inn YLW in Kelowna.

**Meals included:** Breakfast

**Accommodation:** **VL** Hampton Inn YLW

### Wednesday, May 22

Vancouver and Vancouver Island passengers fly home from Kelowna. Transportation is arranged to your pickup location in the Victoria and Lower Mainland area area.

**Meals included:** **VL** Breakfast



Astoria Dining Room



A beautiful culinary experience



A beautiful culinary experience







## TOUR & CRUISE NOTES

Views from the American Empress

**The Columbia River:** The Columbia River rises near Fairmont Hot Springs, British Columbia, and flows 2,048 km along a meandering path across B.C. and Washington to the Pacific Ocean at Astoria, Oregon. Its drainage basin including tributaries is 671,000 square km, second largest in the United States after the Mississippi. The river was discovered by Captain Robert Gray in 1792 who named it for his ship, Columbia Rediviva. He was sailing the west coast in search of sea otters and subsequently named many features along B.C.'s coast.

Meriwether Lewis and William Clark followed the Missouri and Columbia Rivers westward, exploring the vast Louisiana and Oregon Territories. In 1805, they reached the Pacific Ocean at Astoria, spent the winter there, then returned to St. Louis with detailed reports about the west and the Columbia.

The Columbia River is the largest producer of hydro-electric power in North America, due to 14 dams that now tame its once-wild flow; from source to mouth, they are Mica, Revelstoke, Keenleyside, Grand Coulee, Chief Joseph, Wells, Rocky Reach, Rock Island, Wanapum, Priest Rapids, McNary, John Day, The Dalles, and Bonneville. The Columbia is the western USA's major salmon producing stream. Its waters irrigate more land in the west than any other river. It is the second busiest for shipping in the nation and locks bypass the lower dams, allowing ships to reach Lewiston-Clarkston on the Snake River in Idaho.

This is the third time that Wells Gray Tours has offered a cruise on American Empress. Come and admire the spectacular sights along the storied Columbia.

**On board the paddlewheeler American Empress:** Originally operated by Majestic America Line and named the Empress of the North, she cruised the Inside Passage, Alaska waters, the Pacific Northwest, and the Columbia River. In 2013, the ship was acquired by the American Queen Steamboat Company, well-known on the Mississippi River, and renamed American Empress. The ship carries 223 passengers. There are four decks

and elevators access all decks. With just 112 staterooms, the experience is intimate yet diverse enough that you can meet people from many places. The Astoria Dining Room on Deck 1 serves breakfast, lunch, and dinner with à la carte. The River Grill on Deck 4 offers breakfast and lunch buffets and dinner by reservation with a limit of two visits per voyage. Complimentary wine, beer and soft drinks are offered with dinner.

Wells Gray Tours has staterooms in five categories:

- **D staterooms** are on Deck 1 and are the most economical, with a window (200 sq feet).
- **E staterooms** are on Deck 4 and have a semi-private veranda with direct access to the outdoor vista deck (170 sq feet).
- **C staterooms** are on Decks 2 and 3 and have a private veranda (200 sq feet).
- **B staterooms** are on Decks 2, 3 and 4 and have a private veranda and small sitting area (230 sq feet).
- **A stateroom** (one available) is on Deck 4 and has a semi-private veranda and sitting area with sofa and 2 chairs (332 sq feet).

All rooms have twin beds or a queen bed, flat-screen TV, alarm clock, mini refrigerator, safe, and private bathroom. Entertainment is provided nightly in the Show Lounge on Deck 1. Solo singers from local ports and talks by Columbia River experts are offered in the Paddlewheel Lounge on Deck 2. Comfort is essential. Dress code is relaxed and casual with just one dress-up dinner on the final evening.

Because the size of the ship is so small, Wells Gray Tours must commit to the number of staterooms needed about 6 months prior to departure. This cruise is very popular and the ship is usually sold out long before departure. **It is essential that you book early for this cruise. It is unlikely that we will be able to secure more space after American Empress recalls our unsold staterooms.**

**Dinner sittings** are at 5:30 and 7:45 pm. Early bookers get first choice of their preferred time, but the first sitting is the most popular.

## TOUR NOTES continued

If more than 20 people book on this tour, a Wells Gray tour director is with you throughout the tour including the days on the ship. Otherwise, the tour director accompanies you to Portland and home from Clarkston.

**Documentation:** A valid passport is required.

**Fare Changes:** Changes to taxes and currency exchange rates, and surcharges from tour suppliers can occur

at any time and are beyond the control of Wells Gray Tours, therefore Wells Gray Tours reserves the right to increase fares due to such changes until departure.

**Gratuities** for cruise staff, local guides and shore excursion drivers are included. The customary gratuity to your Wells Gray tour director and Canadian coach driver is left to your discretion.

## TOUR POLICIES

**Payments:** A deposit of \$800 per person is requested at time of booking and balance is due January 8, 2024. By paying the deposit, you agree to the Terms & Conditions, Activity Level and Cancellation Policy outlined. Payments can be made by online banking or cheque (1.5% discount on tour fare), or by Visa or Mastercard (\$5,000 limit per person on credit cards).

**Early Booking Bonus:** Receive \$150 discount on first 8 seats and \$75 on next 6 seats for booking early with deposit. The discount is not offered after January 8, 2024.

**Cancellation Policy:** Up to December 8, 2023, the cancellation charge is \$400 per person. From December 9, 2023 to January 8, 2024, the cancellation charge is \$600 per person. From January 9 to February 8, the cancellation charge is 25% of the tour fare. From February 9 to March 8, the cancellation charge is 50% of the tour fare. After March 8, there is no refund.

**Food Allergies:** You must notify us no later than at final payment if you have a food allergy. The ship and other restaurants may not be able to satisfy all food allergies (an allergy causes medical distress, a preference does not). For some allergies, please consider bringing your own snacks or food items so you are not dependent on what restaurants are able to serve.

**Travel Insurance:** A Comprehensive Insurance policy is available through Wells Gray Tours and coverage is provided by Travel Guard. Policies purchased at deposit include a waiver of the pre-existing condition clause for medical and cancellation claims, otherwise policies can be purchased no later than at final payment. Please contact us for details.

**Flight delays due to weather:** In the event flights are delayed or cancelled by airlines due to weather, there may be additional costs to you. Wells Gray Tours Ltd. will not pay for hotel rooms and meals during the delay.

**Photo credits:** American Queen Voyages (all photos).

**Experience Points or E-points:** This tour earns 90 e-points. Each time you travel on a Wells Gray tour, you earn e-points that are added to your account after the tour returns. One e-point equals \$1. Redeem your earned points on select tours or accumulate enough points to earn a free tour! Redemptions offered until January 8, 2024.

**Consumer Protection BC Licences:** Kamloops 178, Vernon 655, Kelowna 588, Penticton 924, Victoria 65842

WE PLAN.  
YOU PACK.  
NO WORRIES!

[www.wellsgraytours.com](http://www.wellsgraytours.com)  
1-800-667-9552



Our offices are open for walk-in traffic or by appointment

KAMLOOPS	KELOWNA	VERNON	PENTICTON	VICTORIA
Head Office				
250 Lansdowne St.	2575 Richter St.	3206 35th St.	100 -159 Wade Ave East	102-736 Broughton St.
Kamloops, BC	Kelowna, BC	Vernon, BC	Penticton, BC	Victoria, BC
V2C 1X7	V1Y 2R1	V1T 6B7	V2A 8B6	V8W 1E1
<b>250-374-0831</b>	<b>250-762-3435</b>	<b>250-545-9197</b>	<b>250-493-1255</b>	<b>250-590-7889</b>



# Your Tour Experience

PLEASE CAREFULLY READ THE FOLLOWING INFORMATION:

**ACCOMMODATIONS:** The hotels named in the tour descriptions are confirmed at the time the brochure is printed. It is very unusual for changes to occur, but clients will be notified whenever possible.

- **Hotel Lists:** Your ticket package contains a hotel list, which gives the hotel name, address, and phone number. You can leave this list with family/friends so you can be contacted while on your tour.

- **Special rooming requests:** If you wish to have a ground floor room where there is no elevator, a lower floor room in a high-rise hotel, or a room adjacent to another traveller, please make this request at the time you book your tour. Although we make every effort to confirm your request by passing the information onto the hotels, it cannot be guaranteed.

- **Class of Room:** Our choice of accommodation is in the deluxe to first class range. We try to strike a happy medium by maintaining a high standard of hotels while keeping a close eye on costs. Most hotels we use are members of the National Tour Association or approved by the Canadian or American Automobile Association. AAA rating is usually ♦♦♦ or better.

**ROOM PARTNERS:** Our reservation system tracks partner requests, and you can add your name to our partner request list, or we can provide you with the name and phone number of a possible partner. Together you can decide if you are compatible and would like to travel together.

**SINGLES:** Some hotels limit the number of single rooms assigned to each group, so people travelling alone should make reservations early. On a full tour, singles are requested to sit with other singles on the coach, so that travelling companions can sit together.

**SEAT ROTATION:** This is mandatory on all tours, and your tour director will describe the pattern and the frequency of the moves. For fairness to other clients, exceptions will not be made.

**BOARDING PASS:** Your ticket package contains a boarding pass which we request you fill out and give to the tour director upon departure. This contains essential information that the tour director would require in case of an emergency. Note that these are shredded after the tour returns to protect your privacy.

**SMOKING POLICY:** All motorcoaches are non-smoking, but rest stops are frequent. If smoking outdoors, please be considerate of those clients who may have allergies to smoke. Also note that many hotels are entirely non-smoking.

**FOOD ALLERGIES:** You must notify us no later than at final payment if you have a food allergy. Some tours go to remote places where restaurants may not be able to satisfy all food allergies. Please do not tell us about your food preferences, as restaurants ignore these requests. An allergy causes medical distress, a preference does not. For some allergies, please consider bringing your own snacks or food items so you are not dependent on what restaurants are able to serve.

**ITINERARY NOTES:** Some tours have choices for attractions or accommodation, and sometimes there are attractions that are at an additional cost and listed as optional. Please choose these options when you book your tour as some are limited in space. If you wish to leave the tour at any time to visit friends and family, you are certainly welcome to do so. Please ensure that the tour director is informed and note that Wells Gray Tours Ltd. will not make a refund for any missed or unused portions of the tour package.

**SPECIAL NEEDS:** If you require ongoing assistance in any way, you must be accompanied by a travelling companion who will be fully responsible for your needs while on tour. Your tour director cannot provide ongoing assistance. Some tours may not be suitable due to the level of activity, so please discuss your needs with us when you book your tour. Please note that coaches cannot carry a scooter or motorized wheelchair.

**DEPARTURE TIMES:** We suggest that you arrive at your departure point no later than 15 minutes prior to the time shown on your ticket. The first day of a tour usually has many stops for client pick up. Please turn on your cell phone so the tour director can notify you if the coach is late.

**TRAVEL INSURANCE:** Insurance is **not included** in tour fares, but it is available for purchase. We strongly recommend purchasing insurance to protect the non-refundable portion of your fare and to provide coverage for unexpected events. Our policies are underwritten by AIG Insurance Company of Canada. Policy must be purchased no later than the time of final payment. Policies purchased at deposit include a waiver of the pre-existing condition clause as relates to cancellation, upgrade, or trip interruption. A detailed brochure is available. Premiums are always subject to change until paid as insurance companies can change premiums without notice.

**GRATUITIES:** Gratuities are at your discretion; however, they are a significant portion of income for these professionals. Please use local currency. The following are guidelines:

- **Tour director and coach driver:** \$7 CAD per person per day to the tour director and \$5 per person per day to the driver. Please do not start a group collection. The most discreet method is to place the tip in an envelope and on the final day either hand it to the tour director or driver or leave it on her/his seat.

- **Meals:** In Canada and the USA, 15-20% of the pre-tax bill; note: For included meals, gratuities have been included.

- **Housekeeping staff:** \$2 per person per night local currency.

- **Luggage handling:** \$2 per bag. Note: Tip for one piece of luggage at hotel is usually included.

- **Transfer driver with luggage handling:** \$2 per person.

**LOST ITEMS:** Clients disembarking at the end of a tour are urged to check that they have all their personal belongings with them. Lost items are usually held in Kamloops or Victoria Wells Gray offices.

**CURRENCY:** Your credit card is a convenient way to pay for many meals and purchases. ATMs are easily accessible in Canada and the USA but may be difficult to find in other countries. You should also carry some cash with you in the currency of that country for gratuities and in case credit cards cannot be used.

**LUGGAGE:** The limit per person is one large suitcase, weighing no more than 50 lbs., and a small carry-on bag. A luggage tag is included in your ticket package. The Wells Gray tag is essential for the efficient handling of bags at hotels. Please attach the completed tag to your suitcase before arriving at your departure point. If you are on a cruise, please do not attach your cruise luggage tag until the morning of embarkation. Airlines charge a fee for checked luggage on Canada and USA flights. This is included in your tour fare if the airline allows Wells Gray to prepay this fee, but if payment is required at the airport, you must pay this directly to the airline at check-in.

**COMMENT SHEETS:** We always strive to improve, and comments from our customers are very important. Your tour director will hand out a comment sheet during the tour (with a confidential envelope if desired), so you can tell us what you think. To maintain a high standard of service, Wells Gray management reads every client's comments and discusses any problems and praises with the hotels, motorcoach company, other suppliers, and our staff.

**TOUR PACKAGE:** Your tour price includes all items listed in the "What's Included" section in the tour brochure. GST on applicable tours is extra.

# Terms & Conditions

**PAYMENTS:** A deposit is required within three days of booking and is outlined in each tour brochure. If a deposit or balance becomes overdue and we cannot contact you, your reservation will be cancelled. By placing a deposit, you agree to the Terms and Conditions. Payments can be made by online banking or cheque (1.5% discount on tour fare), or by Visa or Mastercard (\$5,000 limit per person on credit cards). If your cheque payment returns as 'non-sufficient funds', Wells Gray Tours Ltd. must charge you a \$25 NSF fee.

**CANCELLATIONS:** The cancellation policy for each tour is described in detail in the tour brochure. If you cancel after the final payment date, without paying in full, you forfeit the full deposit paid.

**CONSUMER PROTECTION:** In British Columbia, Consumer Protection BC requires that any business or organization that collects advance deposits from people for future travel must be registered with the government and must hold those deposits in trust. This protects consumer deposits in the unlikely event of bankruptcy. Wells Gray Tours Ltd. is also a member in good standing of the National Tour Association, which requires its members to carry at least \$1 million in professional liability, errors, and omission insurance.

**BORDER CROSSING:** For any travel outside of Canada, a valid passport is required. Passport numbers and expiry dates are required in advance for many tours, and this information will be collected before final payment. Clients are responsible for ensuring that they have valid documentation for all border crossings. Clients without valid documents may be detained by Customs Officers and therefore miss their tour. Wells Gray Tours Ltd. cannot assume responsibility for portions of a tour missed due to improper documentation.

**ROOM PARTNERS:** Wells Gray Tours Ltd. cannot assume responsibility for added costs due to disagreements encountered while travelling or for cancellations by one party of a double or twin accommodation room prior to departure.

**LUGGAGE & LOST ITEMS:** Luggage insurance is not included in your fare. Please note that neither Wells Gray Tours Ltd. nor the motorcoach company can assume responsibility for lost or damaged luggage or its contents.

**ITINERARY:** Expect the unexpected. If you are unable to participate in all aspects of the itinerary, Wells Gray Tours Ltd. will not issue a refund or provide a fare reduction for any missed or unused portions of the tour package. If any unforeseen delays, cancellations, changes, or add-ons happen that are beyond Wells Gray Tours control, (or by customer choice) there may be extra costs involved that may be passed onto you, the client, after the trip returns. There is no guarantee of refunds or reimbursements.

**EXPERIENCE POINTS:** Each time you travel with Wells Gray Tours, you earn Experience Points (e-points). The number of e-points you earn is written on the front page of each tour brochure. Your e-points will be awarded to you after your tour returns and can then be redeemed on future tours. E-Points must be earned before they can be redeemed. 1 e-point is equivalent to \$1.00.

**PHOTOGRAPHY:** Wells Gray Tours Ltd. and its designated tour director reserve the right to take photographs or videos during the operation of any tour or part thereof and to use the resulting photography or videos for promotion on Facebook, the Wells Gray Tours Ltd. website or for other commercial uses. By making a reservation with Wells Gray Tours Ltd., you agree to allow your likeness to be used by Wells Gray Tours Ltd. without compensation to you. If you prefer that your likeness not be used, please notify us in writing at final payment, or give a note to the tour director on the first day.

**CHANGES TO FARES:** Due to the uncertainties of inflation, fuel surcharges, taxes and foreign exchange, Wells Gray Tours Ltd. reserves the right to modify tour fares in the event of cost changes.

**COVID-19:** Some countries we are visiting may require all tour participants to be tested for Covid-19 prior to departure and/or be fully vaccinated against COVID-19 at least 14 days prior to departure. You are responsible for ensuring you meet the requirements for the countries they you are visiting. **Expect changes to the itinerary.** It may not be possible to communicate changes ahead of departure.

**FACE MASK REQUIREMENTS:** Although it is not mandatory, Wells Gray Tours strongly encourages everyone to wear a face mask at airports, in public places, and onboard motor coaches, ships and airplanes. If you unfortunately become ill with Covid-19, you can still ride on the coaches in the rear seat, but you must wear a KN-95 or N-95 mask.

**TRAVEL RESTRICTIONS:** Wells Gray Tours Ltd. has no special knowledge regarding the financial condition of any supplier or the existence of unsafe conditions, health hazards, weather hazards, political conditions, or climate extremes at locations to which you may travel. For information about these concerns, we recommend contacting the Travel Advice Section of the Government of Canada website at [travel.gc.ca](http://travel.gc.ca). For public-health information, we recommend contacting the BC Centers for Disease Control at 604-707-2400 or [bccdc.ca](http://bccdc.ca). The responsibility for checking and verifying all passport, visa, vaccination, or other entry requirements of your destination(s) and all conditions regarding health, safety, security, political stability, and labour or civil unrest at such destination(s) solely belongs to the traveller. Each tour has many suppliers, each with their own policies or rules which you are expected to abide by while on their premises. It is extremely rare, but suppliers can close unexpectedly overnight or declare bankruptcy. Funds that we have deposited with them on your behalf may not be recoverable and therefore not refundable to you.

**PRIVACY:** Information collected by Wells Gray Tours Ltd. for purposes of the tour or marketing or to assist attending personnel in the event of an emergency is confidential and will not be disclosed to third parties.

**FORCE MAJEURE:** In the circumstances amounting to force majeure, Wells Gray Tours will not be required to refund any money to you, although if Wells Gray Tours can recover any monies from our suppliers, we will refund these to you. Suppliers may choose to provide travel vouchers or credits in lieu of refund. Wells Gray Tours is not responsible for a supplier's failure to pay a refund.

## RESPONSIBILITY

*Neither Wells Gray Tours Ltd., nor any of its agents or representatives shall be held liable or responsible directly or indirectly for any delay, injury, loss or damage to any person or property, occasioned by the neglect or default of any person or company providing transportation, accommodation or any other services in connection with these tours, or damages resulting directly or indirectly from act of God, sickness, strike, quarantine, weather, government restraints, machinery breakdown, or any other cause beyond our control. Wells Gray Tours Ltd. acts as an agent for its suppliers, including but not limited to companies providing transportation, accommodation, and other services rendered. The right is reserved to withdraw all, or part of any tour should conditions warrant and make such alterations in the itinerary as may be found necessary for the convenience and proper operation of any tour, without penalty.*